

# Office of the Ombudsman

## Number of Cases Opened

For the Period: 11/1/10 - 11/30/10 Total Cases: 493

<b>INITIATED BY</b>	<b>METHOD</b>	<b>NO. SERVED</b>	<b>TOTAL</b>
<b>Ombudsman</b>			<b>231</b>
	In Person	170	
	Telephone	60	
	Overflow of In-Per	1	
<b>Resident</b>			<b>223</b>
	Telephone	166	
	In Person	57	
<b>Staff - Field</b>			<b>20</b>
	Telephone	20	
<b>Clinician/Therapist</b>			<b>8</b>
	Telephone	8	
<b>Parent or Guardian</b>			<b>5</b>
	Telephone	5	
<b>Staff - Director</b>			<b>3</b>
	Telephone	2	
	E-Mail	1	
<b>Attorney</b>			<b>1</b>
	Telephone	1	
<b>Former Resident</b>			<b>1</b>
	Telephone	1	
<b>Staff - Central Office</b>			<b>1</b>
	Telephone	1	

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